



# **Air Force Materiel Command**



**AFMC**

## **Contract Repair Information System Pilot (CRISP) for Air Force**

9 Sept 2003  
HQ AFMC/LGIP

# WHAT IS CRISP?



- Pilot project – test viability
- Prototype direct XML data from contractor's systems
- Purpose: demonstrate value and methods for greater government – industry information sharing
- Determine benefits for government and contractors
- Results turned over to CAV developers for deployment
- Funded by Defense Sustainment Consortium

# CRISP PROJECT INTENT



Intent of this project is to demonstrate that linking the information pipeline between the DoD and Repair Contractors will produce tangible benefits in supply chain management

# PROBLEM



## DoD:

- The lack of timely, accurate information (status) is preventing supply chain professionals from effectively and efficiently managing assets repaired by contractors.

## Contractor:

- Different requirements from every customer
- No common processes
- Higher costs passed on to the customer from manual input
- Higher support costs (indirect) resulting from frequent customer calls

# CURRENT SITUATION

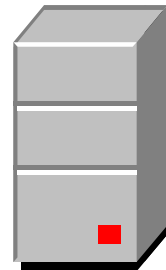
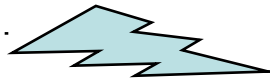


**Contractor**



**Contractor manually inputs status that is fed to WEB, and provides/gets contract info by phone**

**Batch**



**G00  
9**

**PMS calls contractor for status**

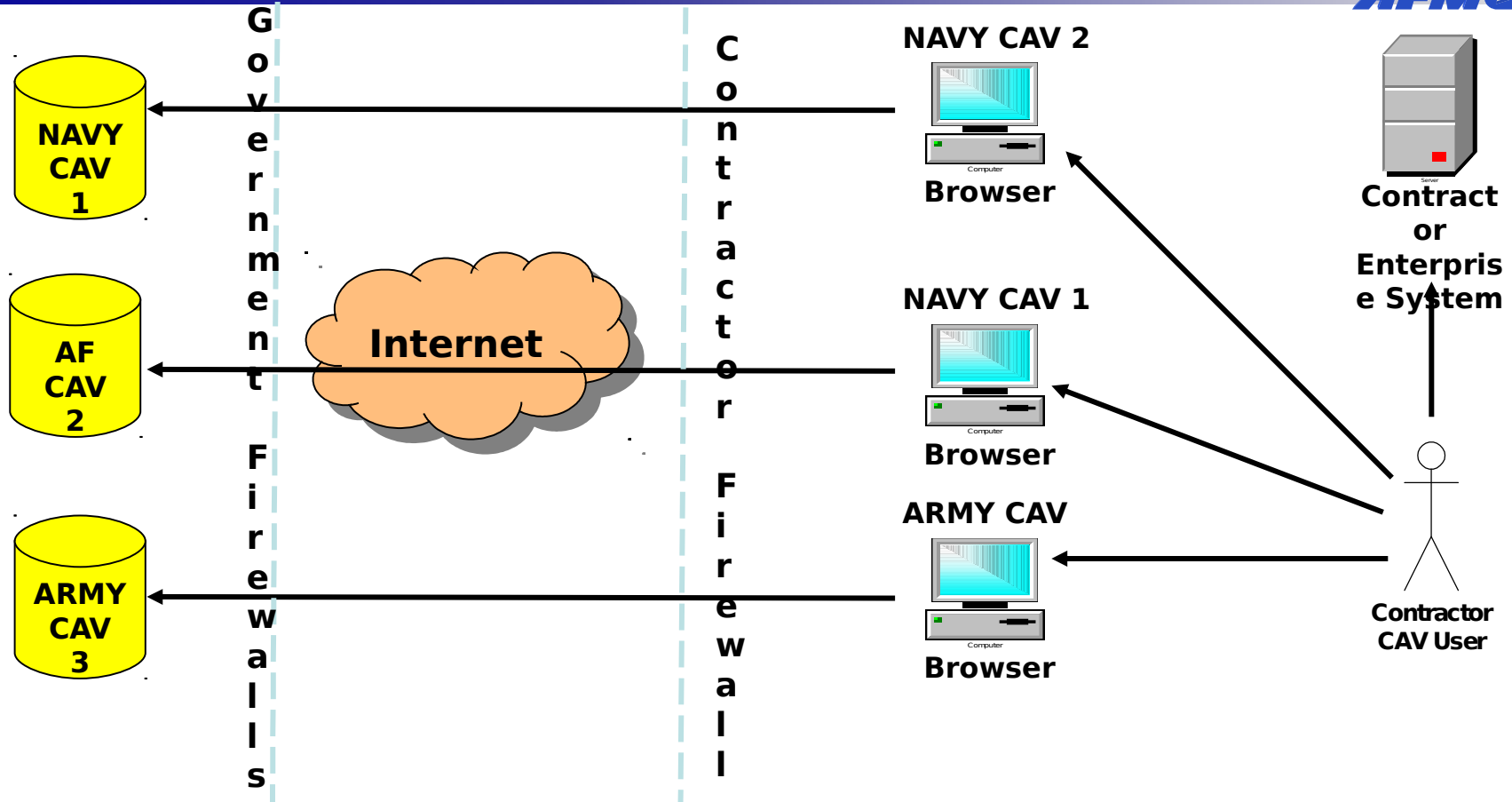
**Service IM / PMS**



**Air Force Item Manager calls PMS for status**

**, PMSs, Contractors must perform manual workarounds to get reliable informat**

# CURRENT CONTRACTOR CAV PROCESS



**And usually, each contractor has multiple contracts in place with a single customer to repair items...each with a CLIN to provide repair status**

# CONSEQUENCES



- Unnecessary data entry burden for the contractor
- Increased turn-around times
- Increased inventory levels by DoD
- Inaccurate/slow repair and delivery status
- Low return on DoD and contractor investment in ERP and e-commerce capabilities
- Lots of non-value added work

**Impacts Weapon System Availability**

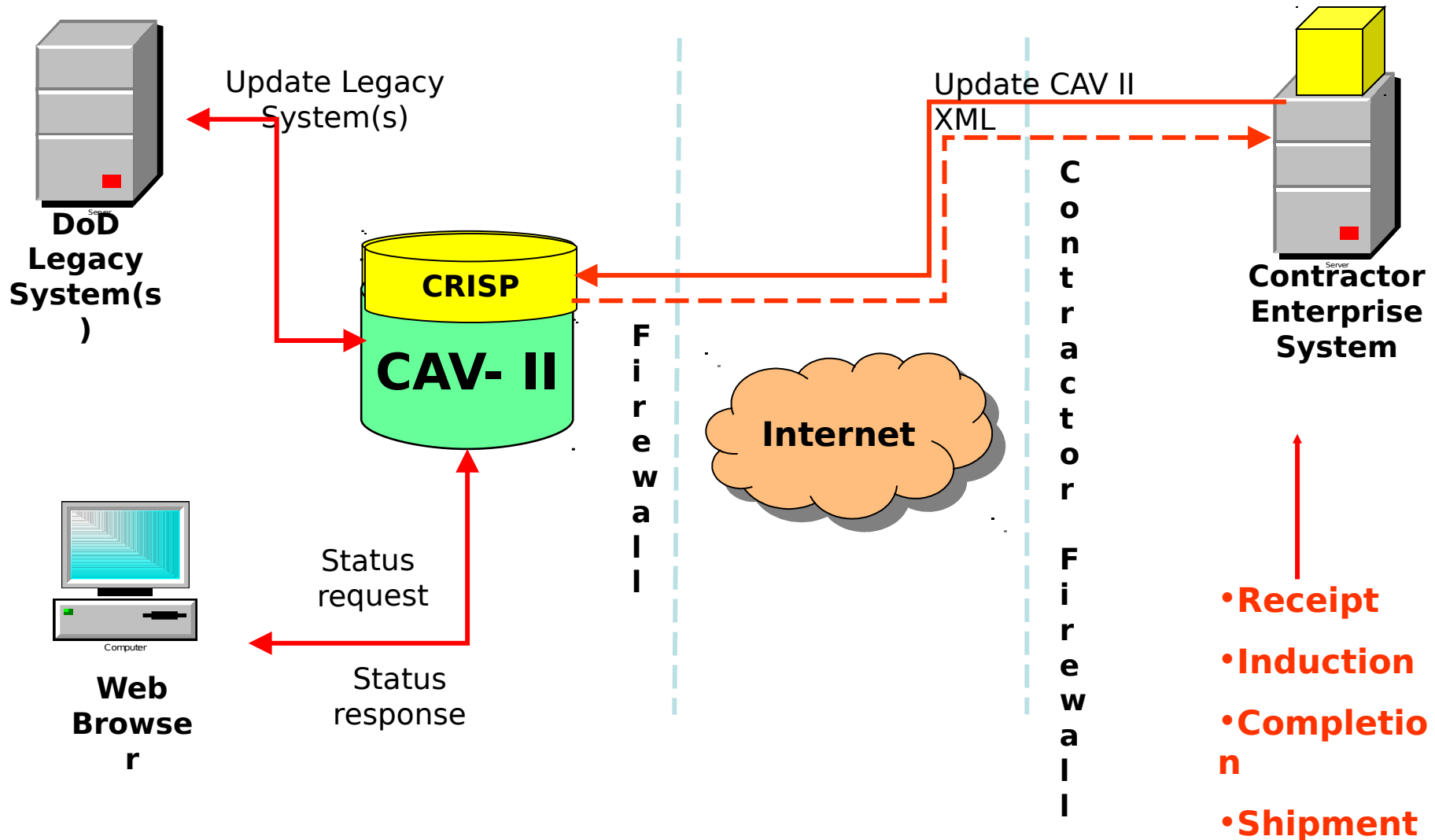
# SOLUTION



*CRISP will deliver a proven means for establishing a direct connection and a set of standard, repeatable processes based on Internet technologies. The result will provide supply chain professionals timely visibility of assets undergoing repair at contractor facilities.*



# Proposed To CAV Community



# DEPOT BENEFITS



- Better information enables better management
  - Less inventory
  - Better planning
  - Reduced funded undelivered
  - More accurate delivery schedules
  - Performance-based repair contracts
- Less chasing information, more managing items
  - Item managers can respond to customer faster and with less effort
  - Reduced need for status updates to customers

# WARFIGHTER BENEFITS



- Quick, accurate response to war fighter inquiries
- Reduced time chasing assets
- Increased issue effectiveness
- Reduced NMCS from contractor-repaired assets

# CONTRACTOR BENEFITS



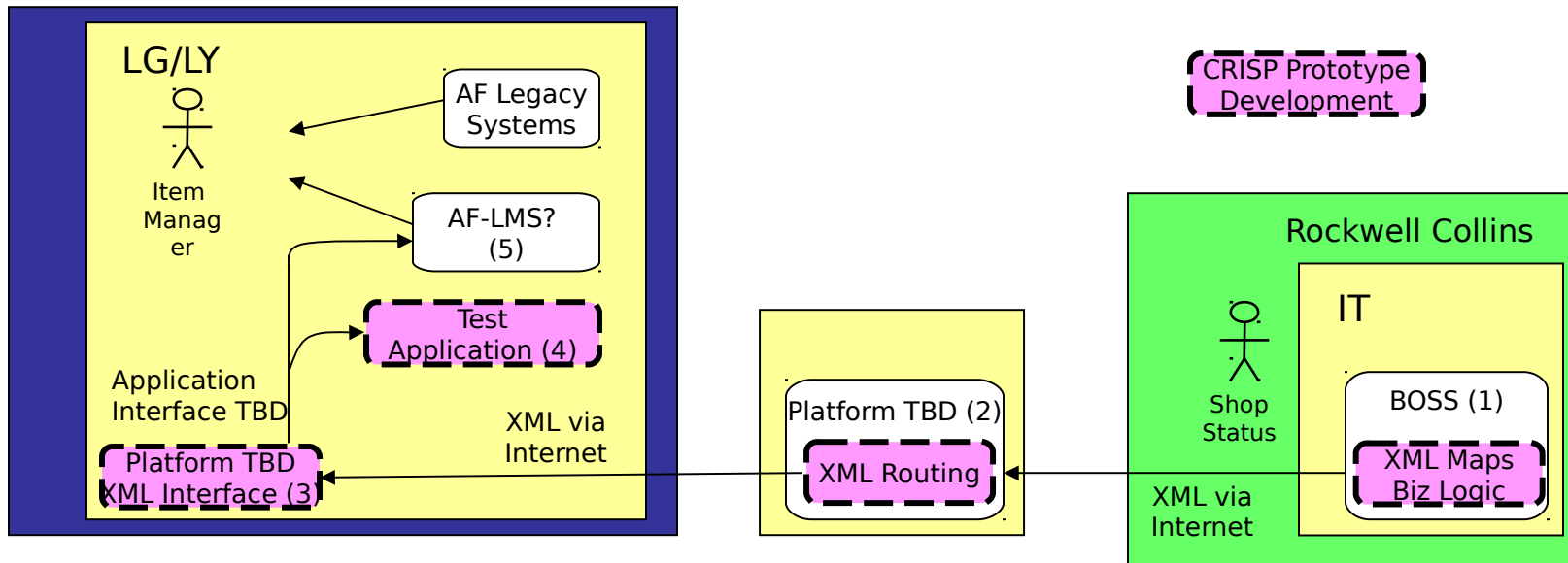
- Leverages new ERP and e-commerce capabilities
- Enables management of performance-based repair contracts
- Timely, electronic generated, contractor performance metrics
- Reduced cost of responding to status inquiries
- Freedom from manual entry
- Common method for multiple customers
- (potential) Visibility of inbound orders & shipments

# CRISP PHASE 2 AND PHASE 3 PLAN & SCHEDULE



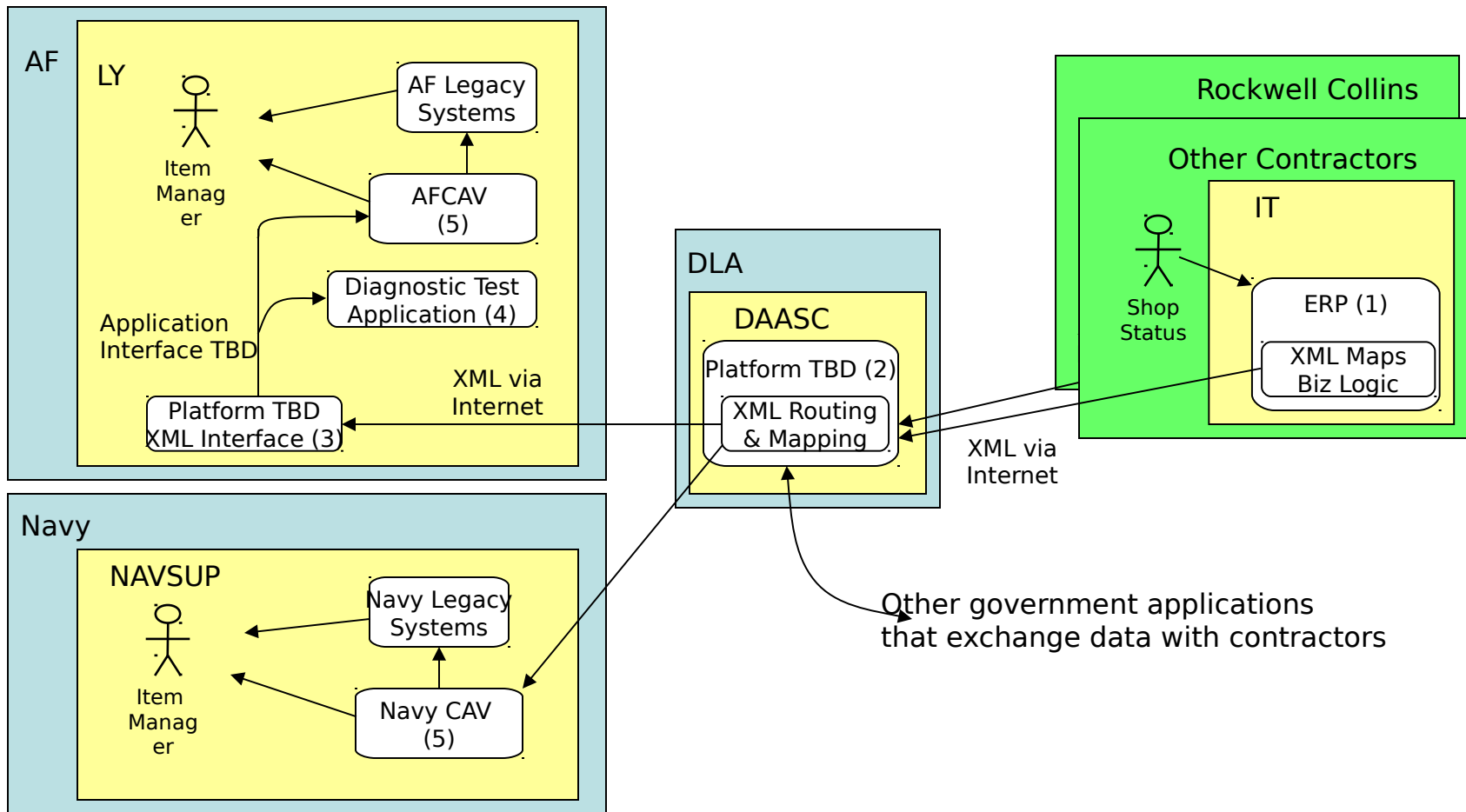
- Phase 2 – Development
  - Develop CRISP software
    - Government side (ICF)
    - Contractor side (Rockwell Collins)
  - Lay path for pilot evaluation and broad deployment
- Phase 3 – Pilot Evaluation
  - End-to-End Business Pilot
  - Business Case
  - Transition Planning

# CRISP / AF Transaction Flow Phase 2 & 3 Pilot



- (1) Upon status change, send on-line XML transaction to DAASC
- (2) Route incoming to AF-LMS at AF Center
- (3) Receive XML transactions, error handling, & convert to AF-LMS application interface
- (4) Test XML interface with Test Application from AF-LMS application interface
- (5) Maintain status of repair, user interface, interface to update legacy applications

# CRISP AF-CAV Transaction Flow (Future Vision)



- (1) Upon status change, send on-line XML transaction to DAASC
- (2) Route incoming to specific application at a site
- (3) Receive XML transactions, error handling, & convert to AF-LMS application interface
- (4) Diagnostic test application to isolate communications problems
- (5) Maintain status of repair, user interface, interface to update legacy applications